

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:4857

ANSWERED ON:26.04.2010

COMPLAINTS IN MOBILE SERVICE

Bapurao Shri Khatgaonkar Patil Bhaskarrao;Dubey Shri Nishikant ;Gaikwad Shri Eknath Mahadeo;Siddeswara Shri Gowdar
Mallikarjunappa;Verma Shri Sajjan Singh;Yaskhi Shri Madhu Goud

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the government has received number of complaints regarding quality of services by the telephone/mobile operators such as accessibility of call centres, response time to the customers, call drops, voice quality and network congestion;
- (b) if so, the details thereof alongwith the nature of complaints; and
- (c) the action taken by the government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) to (c) Madam, laying down the standards and monitoring of Quality of Service by the service providers is one of the functions of Telecom Regulatory Authority of India (TRAI). TRAI during the period April-December, 2009 received around 5000 complaints, out of which around 3000 complaints were relating to poor quality, inadequate coverage, call drop, functioning of call centre etc. The individual consumer complaints received by TRAI are forwarded by TRAI to the concerned service provider for necessary action. TRAI takes cognizance of the complaints affecting a large numbers of consumers or complaint alleging violation of TRAI orders, directions or regulations. TRAI has prescribed the mechanism for handing consumers complaints by the service provider through the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, which provide for a three tier grievance redressal mechanism viz. Call Centre, Nodal Officer and Appellate authority within the company. The redressal of grievances of consumers by the service providers at the level of Call Centre, Nodal Officer and Appellate authority are monitored by TRAI through quarterly reports. TRAI has also recently advised all Chairman/CEOs of all service providers to effect significant improvements in the redressal of customer complaints.